

CommsOffice Enterprise



Live telephony and data statistics
for informed decisions



Communications management for **every** business

After salaries, overall communication costs are the largest single office expense. These costs are usually unmanaged, increasing and out of control.

CommsOffice Enterprise™, from CommSoft RMS, is a telephony management and reporting solution that gives companies the ability to track and control telephone usage throughout their organisation. Groups or agent activity can be measured with live ACD call statistics, helping you to make accurate decisions about requirements for your business.

CommsOffice Enterprise™ is a sound business investment for virtually any organisation whatever your industry. If you want to track sales teams, support environments or contact centre agents, monitor employee's telephony use, control costs or predict peak business times, CommsOffice does all of these things and more.

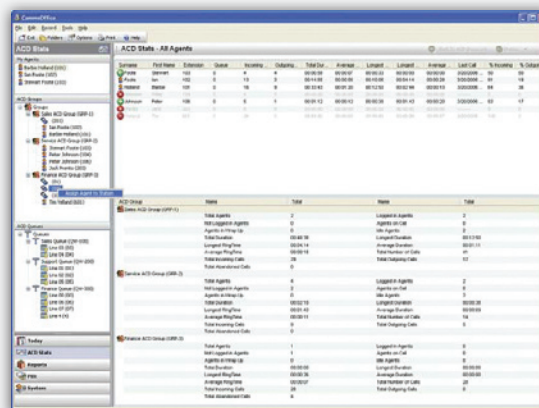
CommsOffice Enterprise™ is ideal for contact centres but any type of business can use **CommsOffice Enterprise™**, if you have a telephone system in the building, then you should be monitoring usage.

CommsOffice Enterprise™ has a familiar MS Outlook feel with its user friendly interface. There is a vast range of standard and easily customisable reports available. **CommsOffice Enterprise™** is easy to install, use and maintain.



Incoming Calls	Outgoing Calls	Total Duration
16	9	00:33:43
Average Duration	Longest Call	Last Call
00:33:43	00:01:20	12:24:14
% Incoming	% Outgoing	Average Ring Time
64	36	00:00:10

ACD Wallboard Tiles



ACD Group	Name	Total	Longest Call	Average Duration	Total Ringing Calls
London ACD Group (LON-01)	Total Agents	2	00:00:00	00:00:00	0
	Longest Call	0	00:00:00	00:00:00	0
	Average Duration	00:00:00	00:00:00	00:00:00	0
	Total Ringing Calls	0	00:00:00	00:00:00	0
	Total Abandoned Calls	0	00:00:00	00:00:00	0
London ACD Group (LON-02)	Total Agents	4	00:00:00	00:00:00	0
	Longest Call	00:00:00	00:00:00	00:00:00	0
	Average Duration	00:00:00	00:00:00	00:00:00	0
	Total Ringing Calls	0	00:00:00	00:00:00	0
	Total Abandoned Calls	0	00:00:00	00:00:00	0

ACD List View

Telephone System Management

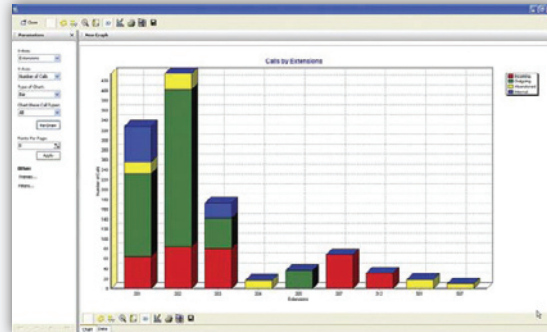
- How many non-business related calls are being made from your company every day?
- Is your PABX fed with the optimum number of lines?
- Are these lines linked to the most efficient network carrier for your needs?
- How many customers does your company aggravate, or worse lose, through abandoned calls and unacceptable ring times?
- Do your staff use premium services more than necessary?
- Which department or individual incurs the majority of these costs?
- What time of day are your phones most/least busy?
- How much direct feedback is generated by specific marketing campaigns?

CommsOffice Enterprise™

Live Call Statistics

CommsOffice Enterprise™ brings you live call statistics using real-time event data from your telephone system to deliver real-time information on groups of agents and their performance. View live calls in progress, agent status, duration of calls, average ring times, agent logged in or out, auto attendant statistics including overflow and much more. The 'ticker tape' view scrolls across the screen no matter what application you are in: choose from a range of statistics and customize the scrolling speed and font to personalise your view. You can display agent statistics on client PCs or on a plasma screen in 'present-ation mode' and take off the menu tree to show just wallboard tiles or a list view or a chart view of agent statistics.

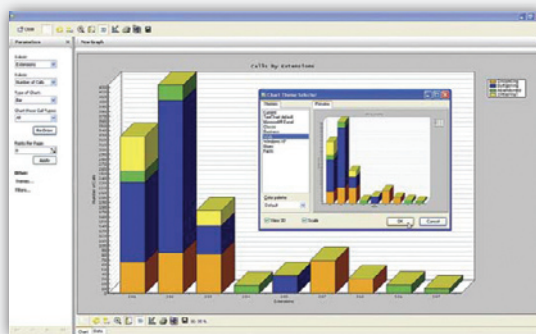
See at a glance whether agents are on in bound or out bound calls, in wrap up, logged in or logged out. Wallboard tiles can have 'threshold alarms' for items like abandoned calls or if pre set levels are exceeded. Report on agent performance at group and individual performance levels from the comprehensive selection of ACD reports. **CommsOffice Enterprise™** comes with unlimited client licences so you can run the application on as many client PCs within your organisation as you like at no extra cost. **CommsOffice Enterprise™** is easy to scale and grow if your contact centre expands. **CommsOffice Enterprise™** can be run as a multi site by adding remote site licences to any head office site.



Calls by Extension Bar Graph



Calls by Extension Line Graph



Calls by Extension Web Theme



ACD Monitor Wallboard Screen

Data Monitoring

In addition to telephony monitoring, **CommsOffice Enterprise™** also gives management information reporting upon web sites visited, e-mail traffic, bandwidth usage and more to give you the true picture of staff productivity in your organization.

Full Billing Platform

CommsOffice Enterprise™ has a full billing platform with invoice generation (printed or PDF attachment), billing may be based on room, client and/or account code.

Bill clients for telephone usage, for one off or recurring charges, single client or bulk billing, custom plans and charges, charges can be debit or credit and/or journal entries.

Custom Report Builder

Build and create your own reports.

Also available in the **CommsOffice™** range:






- CTI Screen Pop
- PC Screen Dial
- Operator Console
- Plus a range of high quality voice recording solutions with integrated reporting.

CommsOffice™ v7.000 Features	CommsOffice™	Professional™	Enterprise™	Voice™
Network/Connectivity:				
Call logging runs as a service	•	•	•	•
Data captured via RS232, IP or Database connection	•	•	•	•
MS SQL Database	•	•	•	•
Multi Site configuration	•	•	•	•
Multi user with security by user or group level	•	•	•	•
Multiple organizations and departments within one site installation	•	•	•	•
Real time call capturing and reporting	•	•	•	•
Split database across multiple machines (large installations)	•	•	•	•
Unlimited Workstation Installations (no additional charge)	•	•	•	•
Some Basics:				
Account codes - forced or simulated (un-forced)	•	•	•	
Add phone numbers associated with account codes for further tracking	•	•	•	
Authorization codes and PIN numbers supported	•	•	•	
Auto discovery of extensions, trunks, pin numbers, acct codes	•	•	•	
Caller ID (if switch enabled)	•	•	•	•
DDI/DID Numbers	•	•	•	•
Hunt groups supported	•	•	•	•
Raw call data is zipped each night for economical storage	•	•	•	•
911/Emergency call monitoring and alarm notification	•	•	•	•
Personal Assistant:				
Contact List displayed by site with type of contact selectable	•	•	•	
Status display of staff/agent by color and icon	•	•	•	
Bubble hint shows on call, CLI, time of call and duration	•	•	•	
User able to change status	•	•	•	
Management option to hide particular staff from the contact list	•	•	•	
Internal chat server with online/offline status	•	•	•	
Central recording of all chat sessions including chat contents	•	•	•	
Transfer files via chat session	•	•	•	
Message system including in-house message center and/or e-mail	•	•	•	
Fast view of staff phone calls, messages and recordings (with VR only)	•	•	•	
CTI Integration (Available in all products – an additional license/module is required):				
Make outbound call from history, keypad or CRM	•	•	•	•
Place call on hold, retrieve and terminate	•	•	•	•
Answer inbound calls with screen pop	•	•	•	•
Answer inbound call with Outlook contacts screen pop	•	•	•	•
Set extension to divert after "N" rings to internal or external number	•	•	•	•
Set extension to DND (Do Not Disturb)	•	•	•	•
Transfer call via announced or blind transfer	•	•	•	•
Voice Recorder:				
Extension or trunk based recording available				•
Recordings can be either birth to death or voice activated				•
Listen in feature – at beginning of call or any other time during recording				•
Recordings can be e-mailed or saved to disk				•
Search for recordings by date, time, duration, channel, extension, notes				•
Search for recordings by person, call style, phone number (whole or partial)				•
Recordings are 128 bit encrypted in one concise file				•
Selectively disable recording on trunks or extensions				•
Block phone numbers (stop viewing records & listening to recordings)				•
Recordings may be flagged as 'at risk'				•

CommsOffice Enterprise™

CommsOffice™ v7.000 Features	CommsOffice™	Professional™	Enterprise™	Voice™
Voice Recorder (continued)				
User defined criteria and tests for call grading				•
Application of tests and/or notes to recordings				•
Grade recordings historically or at time of call				•
Real time channel display with CLI, duration and user ID				•
Reporting:				
Ad-hoc report builder			•	•
Canned (pre-defined) call reports	•	•	•	•
Canned (pre-defined) network reports			•	
Customize and/or edit canned (pre-defined) reports and save for future use	•	•	•	•
Report scheduler	•	•	•	•
Report scheduler runs as a service	•	•	•	•
Report to screen, e-mail, file or printer	•	•	•	•
Web reporting	•	•	•	•
Network:				
Alarms customizable by the user	•	•	•	•
Alarm notifications sent via e-mail, user, computer, printer or text message	•	•	•	•
Auto discovery of domain users and computers			•	
Auto updates via internet (with maintenance contract)	•	•	•	•
Call utilities including import, delete, move of call data and recost data	•	•	•	
Error logs sent via e-mail to support department	•	•	•	•
Network monitoring reports available (w/custom install using sniffer)			•	
Rates Management	•	•	•	•
Uplift call cost by extension, trunk, department	•	•	•	•
ACD (Automatic Call Distribution):				
ACD Alarms available (visual and/or audible)		•	•	
ACD Graphs by agent, group or queue		•	•	
ACD Interactive functions (call in progress details)		•	•	
ACD Live statistics		•	•	
Auto Attendant statistics including overflow		•	•	
ACD Wallboards choice of 26 statistics to display		•	•	
ACD List View choice of 26 summary statistics items		•	•	
ACD Logger runs as a Service		•	•	
ACD Reports available		•	•	
ACD Ticker Tape available externally for supervisor monitoring		•	•	
ACD Ticker Tape also available internally		•	•	
ACD Ticker Tape for multiple agents, groups, queues or combination		•	•	
ACD Wallboard view by agent, group and/or queue		•	•	
Billing:				
Billing section with invoice generation (printed or via pdf attachment)			•	
Billing may be based on extension, client, room and/or acct code			•	
Bill customers/clients for phone usage			•	
Bill customers/clients for once-off and recurring charges (great for lawyers)			•	
Bill single client or by bulk billing			•	
Create customized plans and charges for clients			•	
Charges can be debit or credit			•	
Charges can be set to activate or de-activate by date			•	
Create debits, credits and/or account journal entries			•	

Speak with us about the
CommSoft RMS products range:

-  CommsOffice TM
-  CommsOffice Professional TM
-  CommsOffice Enterprise TM
-  CommsOffice Voice TM
-  CommsOffice Console TM
-  CommsOffice CTI TM



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